



BRUCE WILLIAMS

KEY ACCOUNTS MANAGER 📍 LOS ANGELES, CA 90291, UNITED STATES 📞 (541) 754-3010

◦ DETAILS ◦

1515 Pacific Ave
Los Angeles, CA 90291
United States
(541) 754-3010
email@email.com

Place of birth
San Antonio

Driving license
Full

◦ LINKS ◦

[Facebook](#)

[Linkedin](#)

◦ SKILLS ◦

Problem Solving

Adaptability

Time Management

Leadership

Adobe Illustrator

Customer Service

Communication Skills

Marketing Strategy

Business Strategy

Microsoft Office

Business Development

Budgets

Research

Analytics

👤 PROFILE

Passionate Key Accounts Manager at an established publishing house with seven years of experience managing several key client accounts. I am responsible for business expansion and strategic planning, with the main focus on customer experience. A team player with excellent written and verbal communication skills, well organized, and eager to expand my career as an account manager

📁 EMPLOYMENT HISTORY

Senior Key Accounts Manager at Fruit and Veggie Land, Jacksonville

January 2020 — Present

Improved client satisfaction ratio by 12% over the last two years by implementing feedback tools.

- Set up and help with a sales strategy for new ranges of services and products
- Acquire new clients
- Maintaining knowledge of competitors and industry.
- Ensure highly professional support to customers.
- Deliver sales pitches
- Influence sales strategies
- Give creative marketing strategies
- Assist in digital and social marketing strategies.
- Manage complex issues and find solutions to fit customers.
- Generate new accounts
- Responsible for completing contracts and tracking progress.
- Train and supervise team(s).
- Research industry trends, concepts, and techniques.

Key Accounts Manager at PHP Financial Services, Olsberg

January 2018 — January 2020

The average timeframe of contracts under my management span between three to eight years. No contract for which I am responsible has been canceled.

- Build and maintain lasting relationships with clients.
- Develop relationships with stakeholders and executive sponsors.
- Deliver solutions to clients' needs and objectives.
- Collaborate with the sales and marketing teams to expand client base and enhance the existing customer experience.
- Manage complicated client requests and issues.
- Regular reporting on client accounts.

Assistant Key Accounts Manager at ASL Merchant Bank, Manhattan

January 2014 — December 2017

Social Media
Cloud-Based Collaboration Platforms
CRM Systems
Quality Control
Report Writing
Feedback Mechanisms
Public speaking
Enthusiasm
Leadership
Driven
Self Motivated
Target Orientated
◦ HOBBIES ◦
Cycling, Swimming
◦ LANGUAGES ◦
English
German

The key accounts under my management generate 28% of my company's yearly revenue. (Year-in-review)

- Build trustworthy relationships with major clients
- Understand key customers' needs and requirements
- Build and maintain relationships with existing customers by meeting their objectives and propose solutions to issues and problems.
- Make sure the correct services and products are delivered to the customers
- Delivery of products and services to be on time.
- Be the link between the clients and teams and departments within the company.
- Deal with complaints to maintain trust with clients.
- Prepare reports and forecasts.

EDUCATION

International Business Strategy Diploma, Hitotsubashi University Graduate School of International Corporate Strategy, Tokushima

November 2020 — November 2020

Masters in Business Administration, Harvard University, Cambridge

January 2018 — December 2019

Bachelor Degree in Business Administration, Michigan Ross School of Business, Ann Arbor

November 2020 — November 2020

- Majors: Business Administration
- Minors: Accounting, Business Law, Communications

COURSES

Labor Relations Certificate, Inhouse

November 2020 — November 2020

SalesForce Super User, Inhouse

November 2020 — November 2020